



DEPARTMENT OF THE ARMY
HEADQUARTERS, AREA II SUPPORT ACTIVITY
UNIT #15333
APO AP 96205-5333

REPLY TO
ATTENTION OF:

IMKO-AB-LG

18 January 2006

COMMAND POLICY # 4-6

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Area II Commissary Baggers Standard Operating Procedures

1. REFERENCES:

a. Memorandum, dtd 1 December 1998, Western Pacific Region, Korea Zone Defense Commissary Agency, Attn: WP-YON; subject: Bagger/Carryout Standard Operating Procedures (SOP).

b. Memorandum, dtd 2 March 1993, HQ Defense Commissary Agency, DCO; subject: Bagger and Carryout Services.

2. PURPOSE: To establish policies and procedures for the organization and operation of the baggers working in Area II Commissaries.

3. APPLICABILITY: This command policy applies to all Area II Installations, facilities, organizations, units, agencies, sponsors, visitors, and guests on Area II Installations.

4. ABBREVIATIONS AND TERMS: Abbreviations and special terms used in this command policy are explained in the glossary, as necessary. "He/She" will be used interchangeably to represent the male and female gender.

5. RESPONSIBILITIES:

a. General:

(1) Responsibility for the overall bagger program on Yongsan and final authority over bagger employment status is maintained by the Commander, Area II Support Activity.

(2) The Commander, Area II Support Activity grants the Yongsan Commissary Officer (YCO) daily control over the baggers while they are on-duty in the Yongsan Commissary.

The Commissary Officer will work directly with the on-duty head bagger to ensure proper conduct is maintained by the baggers and to clarify rules established by the Commander, Area II Support Activity. This authority may be delegated to the Assistant Commissary Officer but to no others. Bagger discipline issues will be forwarded to the head bagger for resolution. Unresolved issues will be forwarded to the Commissary Officer and if necessary, to the Commander, Area II Support Activity.

b. Individual: In accordance with the provisions listed in reference 1a above.

6. CONDUCT: In accordance with the provisions listed in reference 1a above.

7. POLICY:

a. The smooth operation of the Area II Commissaries and courteous service to commissary patrons are of paramount concern to the command. In the effort to facilitate the orderly management of the baggers, the Yongsan Commissary Bagger/Carryout SOP (reference 1a) will be the Area II SOP with the following inclusions:

(1) Assignment to checkout lanes will be equitable. All baggers will have equal access to work any and all open checkout lanes. All lanes will be open with the exception of the express lane. The head bagger will have exclusive rights to work the express lane and select alternate baggers, should he not choose to work. All other lanes will be open and not reserved for any group or individual. Lanes will not be assigned based on cashier's seniority, ethnic origin, sex, religion, or any other discriminating factor.

(2) Tips will be individually earned and retained. Pooling of tips among baggers is prohibited. This will ensure all baggers are actively working during their scheduled hours of employment.

(3) Baggers are prohibited from performing any service for a fee outside of the normal duties as a bagger during their scheduled work hours. This applies to any task whether for a patron or for management.

(4) Baggers will not work except during regularly scheduled hours without the permission of the head bagger.

b. Licensing authority of baggers will be retained by the Installation Commander and executed by the Directorate of Community Activities (DCA). The Commissary Officer will have the authority to approve and terminate all individual baggers who have been granted a license. The Commander, Area II Support Activity is the appellate authority on these actions.

c. License Application forms and Agreement Contracts (attached) will not be altered unless approved by the ASA II DCA.

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8. DISCIPLINE OR TERMINATION:

a. Baggers are subject to discipline, up to and including employment termination. If they:

- (1) Violate terms of their bagger agreement.
- (2) Expose another bagger or patron to injury or harm.
- (3) Damage property of another.
- (4) Commit any act exposing the commissary to liability.
- (5) Are banned from entering Yongsan or the Commander, Area II Support Activity revokes their employment authority.
- (6) Establish a pattern of customer complaints (pattern is defined as three or more).
- (7) Violate any laws, or commissary or installation rules and regulations.

b. Minor discipline imposed by the head bagger will be in compliance with this policy letter and the head bagger's Standard Operating Procedures. The Commissary Office may impose a suspension period of 30 calendar days in lieu of termination. The purpose of the suspension will be to provide the bagger or head bagger an opportunity to correct the deficiency, which gave rise to the suspension. Performance as a bagger or head bagger by the suspended individual is not permitted under any circumstances during the suspension period.

c. The head bagger may recommend termination of a bagger's employment agreement. The Commissary Officer will determine whether termination is warranted. The Area II Support Activity Commander is the appellate authority and is authorized to reverse termination or hiring decisions.



RONALD C. STEPHENS
COL, SC
Commanding

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